

MULTIMEDIA



UNIVERSITY

STUDENT IDENTIFICATION NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210)

DHR5214– HUMAN RESOURCE MANAGEMENT

(All sections/groups)

13th February 2023
2.30 p.m. – 4.30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of FOUR (4) pages excluding the cover page.
2. Answer ALL questions. The distribution of the marks for each question is given.
3. Total marks for this exam are 100 marks.
4. Please submit your answers in the answer sheet provided.

SECTION A

There are 20 MCQ questions. Each question carries 1.5 marks. Please answer all.

- 1) The basic functions of management include all of the following EXCEPT _____.
 - A) staffing
 - B) planning
 - C) organizing
 - D) outsourcing
- 2) Which basic function of management involves maintaining employee morale and motivating subordinates?
 - A) Planning
 - B) Leading
 - C) Organizing
 - D) Developing
- 3) The information resulting from a job analysis is primarily used for writing _____.
 - A) job descriptions
 - B) corporate objectives
 - C) training requirements
 - D) performance standards
- 4) Maria, an HR manager at ATX Manufacturing, needs to know what sorts of people to recruit for a process engineering job at the firm. Which of the following would be most useful for Maria's task?
 - A) Job analysis
 - B) Organization chart
 - C) Industry standards
 - D) Performance appraisal
- 5) What is the primary goal of employee selection?
 - A) Achieving person-job fit
 - B) Avoiding negligent hiring
 - C) Developing a diverse workforce
 - D) Maintaining valid test scores
- 6) The process of deciding how to fill executive positions at a firm is known as _____.
 - A) internal recruiting
 - B) succession planning
 - C) long-term forecasting
 - D) advanced interviewing

Continued....

- 7) A reliable employment test will most likely yield _____.
A) consistent scores when a person takes two alternate forms of the test
B) improved scores when a person takes the same test more than once in a single day
C) high scores when a person takes two alternate forms of the test on different occasions
D) similar scores when two different people are administered the test at different times
- 8) When an interview is used to predict future job performance on the basis of an applicant's oral responses to oral inquiries, it is called a _____ interview.
A) screening
B) selection
C) benchmark
D) background
- 9) In a _____ interview, a panel questions several candidates simultaneously.
A) formal
B) topical
C) panel
D) mass
- 10) Which one of the following terms refers to helping new employees appreciate the values and culture of a firm?
A) Onboarding
B) Outsourcing
C) Organizing
D) Offshoring
- 11) Trainees should be provided with adequate practice and be allowed to work at their own pace during a training session in order to _____.
A) screen applicants based on ability
B) transfer skills more easily to the job
C) reduce training costs
D) determine appropriate pay scales
- 12) Which one of the following terms refers to the process of evaluating an employee's current and/or past performance relative to his or her performance standards?
A) Employee selection
B) Performance appraisal
C) Employee orientation
D) Organizational development

Continued....

- 13) Who is in the best position to observe and evaluate an employee's performance for the purpose of a performance appraisal?
- A) Customers
 - B) Rating committees
 - C) Top management
 - D) Immediate supervisor
- 14) Which one of the following terms refers to the human resource management concepts and techniques employers use to manage the challenges of their international operations?
- A) Work councils
 - B) International human resource management
 - C) Power distance
 - D) Codetermination
- 15) Which one of the following provides pay to an employee when he or she is temporarily out of work because of illness?
- A) Sick leave
 - B) Severance pay
 - C) Supplemental pay
 - D) Workers' compensation
- 16) All of the following are typical reasons that employers provide severance pay when downsizing EXCEPT _____.
- A) reducing litigation chances
 - B) ensuring good public relations
 - C) reassuring remaining employees
 - D) adhering to government requirements
- 17) What type of pay plan is being used when workers are paid a sum for each unit they produce?
- A) Competency-based pay
 - B) Job-based pay
 - C) Piecework
 - D) Bonus
- 18) In which one of the following do workers receive a basic hourly rate plus a premium equal to the percent by which their performance exceeds the standard?
- A) Variable pay
 - B) Straight piecework
 - C) Standard hour plan
 - D) Standard piecework

Continued....

- 19) How does merit pay differ from a bonus?
- A) Merit pay becomes part of an employee's base pay, but a bonus does not.
 - B) A bonus becomes part of an employee's base pay, but merit pay does not.
 - C) Merit pay is linked to individual performance, while a bonus is linked to profits.
 - D) A bonus is linked to individual performance, while merit pay is linked to profits.
- 20) Carlos is a line manager at a paper supply company. All of the following are methods that Carlos should implement to motivate his subordinates EXCEPT _____.
- A) recognizing an employee's contribution
 - B) encouraging workers to earn overtime pay
 - C) gaining agreement on goals with employees
 - D) using positive reinforcement on a daily basis

(TOTAL 30 MARKS)

SECTION B

Answer ALL questions. The distribution of the marks for each question is given.

QUESTION 1

Describe employee orientation and explain the **FOUR (4)** importance of having employee orientation in organization. **(15 marks)**

QUESTION 2

Identify the **THREE (3)** uses of Job Analysis Information. **(15 marks)**

QUESTION 3

Identify the **FOUR (4)** positive reinforcement rewards that a manager could use on a day-to-day basis to reward employees. **(20 marks)**

QUESTION 4

Describe the actions that you can take to ensure that an interview is effective and identify the types of errors that can undermine the interviews. **(20 marks)**

End of Paper

